

Section III. Policy Imperatives and Action Recommendations

SB 910 Strategic Aging Plan TRANSPORTATION RECOMMENDATIONS

*Based on Commission on Aging, CPRC, Coordinated Leadership Conference,
and individual team member contributions*

Introduction:

The needs of older travelers are similar to the needs of all travelers. Everyone wants acceptable, accessible, adaptable, available, affordable, adequate and alternative transportation.

Service attributes	Most Important Feature	Other Features
Acceptable	reliability	comfort
Accessible	proximity (door to door)	ease of entry
Adaptable	flexible	assistance with special needs
Available	responsiveness/frequency	hours/days of service
Affordable	fare	discounts/subsidies if needed
Adequate	area wide	inter and intra regional service
Alternative	choices	supplemental services

I. TRANSPORTATION SERVICES

	Priority	Timeframe	Sector
RECOMMENDATION:	A-B-C	S-M-L	*
1. Create Mobility Management Centers			
<i>Mobility Management Centers will function at the local and regional levels to identify, inventory, and match riders with services</i>			
a) Implement Mobility Management Centers to connect people to a continuum of transit services. These will range from: <ul style="list-style-type: none"> fixed route bus and rail services for healthy, independent travelers; to service routes, route deviation and flex routes for persons with some mobility limitations; to paratransit services for persons unable to use fixed route bus and rail systems; to escorted services for frail travelers and persons needing special assistance; and to medical and emergency services for those with critical needs, to discounts/ subsidized service with controls, such as doctor's approval. 	A 5 B 3 C 0	S 1 M 6 L 1	NP LG SG
b) These Centers will include Mobility Training Programs to familiarize riders with appropriate	“	“	“

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transit mode, reserving paratransit, escorted, and medical services as safety net modes, rather than as a first choice.			
c) Restore Area Agencies on Aging (AAA) Transportation Coordinator positions.	“	“	“
d) Elevate Regional Center Transportation Coordinators to full time positions with adequate resources.	“	“	“
e) Attach “mobility management centers” to Consolidated Transportation Services Agencies (CTSAs). Where CTSAs do not currently exist, Regional Transportation Planning Agencies and Local Transportation Commissions should be required to make such designations pursuant to the Social Service Transportation Improvement Act (AB 120)	“	“	“
2. Create a California Mobility Council			
a) Develop a California Mobility Council to become the organization responsible for removing barriers between programs, monitoring performance, ensuring communication and cooperation among Mobility Management Centers, and adapting state policy as needed.	A 5 B 3 C 0	S 4 S 4 L O	All 3 4 all but high er eds
b) The Mobility Council will include representation from the following State agencies: <ul style="list-style-type: none"> ▪ Business, Transportation, and Housing Agency (Caltrans; California Highway Patrol, Department of Motor Vehicles) ▪ Health and Human Services Agency (Departments of Aging, Rehabilitation, Developmental Services, Health Services, Mental Health and Social Services) With advisory counsel from: <ul style="list-style-type: none"> ▪ The California Association for Coordinated Transportation, ▪ The California Transit Association, ▪ The California Commissions on Aging, ▪ The State Independent Living Council, ▪ And other appropriate agencies or departments. 	“	“	CTSA
c) Mobility Council responsibilities will include: <ul style="list-style-type: none"> ▪ Providing direction, oversight, and policy guidance to health and human service agency 	“ “	“ “	“ “

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operators and transportation providers to maximize coordination of transportation services.			
▪ Enforce federal regulations that call for coordination among federally supported transportation programs,	“	“	“
▪ Identifying and quantifying current state-administered spending for transportation by older adults.	“	“	“
▪ As part of this effort, these programs should develop a system to collect uniform data on transportation services for older people and persons with disabilities.	“	“	“
▪ Identifying ways in which existing funding can be used more effectively and any needs for additional resources.	“	“	“
▪ Establishing cost-sharing guidelines that encourage human service providers and public transportation agencies to pool resources.	“	“	“
▪ Recommending meaningful incentives or mandates for health, human service, and local transportation agencies to participate.	“	“	“
▪ Overseeing the California Department of Aging (CDA) and Area Agencies on Aging to follow through on needs assessments that identify transportation as an unmet need	“	“	“
▪ Developing state and local plans to improve access to services.	“	“	“
▪ Recommending the distribution of health and human service funding to service providers, giving priority to applicants that demonstrate adequate arrangements for access to their service, whether by public transportation or other means.	“	“	“
4. Improve and Expand Public Transportation Options to Address Transit Needs of Elderly Persons			
a) Amend the Transportation Development Act (either legislatively or administratively, as appropriate) to call for expansion and improvement of public transit to serve non-commute trip purposes, utilizing a variety of transit	A 7 B 1 C 0	S 1 M 8 L 0	SG, LG, RG, CBO's

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modes to include, but not be limited to: paratransit, flexibly routed neighborhood-based small bus service, route deviation service, call-a-bus service, user-side taxi subsidies, and other innovative accessible alternatives designed to ensure that:			NP
1) Transportation services will be provided on evenings and weekends	“	“	“
2) Round trip service will be ensured at time requested	“	“	“
3) Same day service will be available	“	“	“
4) Cross jurisdictional service will be available	“	“	“
5) Adequate rural pick up sites will be established	“	“	“
6) Door to door services will be available under special circumstances	“	“	“
b. This legislation, or regulation, will also call for each Transit Operator to develop and annually update a Strategic Mobility Plan for Aging Riders.	“	“	“
c) In addition, amend the Act to permit Article 4 funds to be used to provide community transit services and include CTSAs as eligible Claimants.	“	“	“
6. Provide Incentives for Technological Improvements			
a. Develop policy and funding to provide at a minimum:			
1) Incentives for the production of clean, safe, and accessible mass transit and paratransit systems, including the replacement of buses with lifts with low-floor buses.	A 6 B 3 C 1	S 0 M 7 L 0	Fed, SG, Fndn
2) Federal programs that serve rural and urban elderly and disabled populations. These include Federal Transit Administration (FTA) Section 5310 program and Section 5311. Efforts to increase authorized levels and annual appropriations need to be continuous.	A 5 B 4 C 1	S 5 M 4 L 0	NP, SG, Bus, All- Second ary
3) Establish new federal sources to fund operating and capital costs for innovative accessible alternatives to fixed route and rail transit services.	A 4 B 2 C 1	S 3 M 5 L 0	“
3) Caltrans, the area agencies on aging and the FTA should enforce federal regulations that call	A 6 B 2	S 4 M 3	see reco

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for coordination among federally supported transportation programs. As part of this effort, these programs should develop a system to collect uniform data on transportation services for older people and persons with disabilities.	C 0	L 0	
<i>Note: California receives about \$8M per year in 5310, \$66M in 5311 (which includes about \$56M in funds flexed from highway to transit). These amounts are minuscule compared to federal urbanized 5307 and 5309 funding (\$627M) and state transportation development act funding (\$800M) annually. These amounts do not include new starts and rail funding. SAFETEA proposes 20% increases to 5311 rural funding, but only modest increases to 5307 and 5310 funding.</i>			

9. Increase Driver and Pedestrian Safety			
a. Fund and implement the recommendations of The Task Force on Older Adults and Traffic Safety (OATS) report. The Task Force detailed 53 action items under the following seven main recommendations: ¹	A 7 B 2 C 0		
1) Institutionalize a statewide system for the prevention of traffic-related injuries among older adults.	"		
2) Institutionalize effective and equitable driver assessment and licensing practices within the California Department of Motor Vehicles (DMV).	"		
3) Facilitate older adult risk identification and risk reduction practices.	"		
4) Improve the ability of health care and service providers to assess traffic safety risk and minimize the impact of health impairments on safe mobility.	"		
5) Establish roadway infrastructure and land use practices that promote safety.	"		
6) Promote safer motor vehicle designs.	"		
7) Expand the existing research and knowledge base about older adult traffic safety.	"		
<i>The California Highway Patrol (CHP) has agreed to assume a leadership role to stimulate the implementation of this seven-point program to improve the safety of older drivers and pedestrians.</i>			

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10. Provide Training Specific for Functionality			
IHSS and MSSP programs should include training on:			
a. Driving Safely - Mature driver education programs should be specifically matched to participants' functional needs. NP = materials	A 6 B 1 C 2	S 2 M 5 L 1	RG, CBO, CTSA-5, NP
b. Mobility/ Public Transportation and Travel	"	"	"
1) Provide this training in areas not currently served by CTSAs.	"	"	"
2) Use training currently provided by CTSAs and public transit operators as a model.	"	"	"
<i>Note: In Sacramento, Paratransit, Inc.'s, mobility training program has achieved significant cost savings to the community. Eighty percent of its trainees continue to safely use fixed route transit services after training.</i>			
11. Provide Transportation Alternatives for Californians of all Ages with a Special Emphasis on Those who Choose to or Can No Longer Drive² -repetitive			
a. In compliance with SB 335 (Hayden, Ch. 985, Stats. 2000) provide an affordable and equitable mode of transportation for persons who have lost their drivers licenses due to a failure to pass a visual, written, or behind-the-wheel driving test.	A 6 B 2 C 0	S 7 M 1 L 0	CBO, 3- GOV S
b. Instead of creating new transportation programs for a fragmented client group, these individuals should be referred to the Mobility Management Centers to be connected to the appropriate transit service mode, and receive training on how to access such services. In addition, increased operational and capital funding should be made available to these coordinated transit programs to handle the increased demand.	"	"	"

II. SERVICE INTEGRATION AND COORDINATION

	Priority	Timeframe	Sector
RECOMMENDATION:	A-B-C	S-M-L	*
1. Plan and Implement Integration and Coordination Strategies			
a. Conduct a Mobility Summit co-sponsored by the Health and Human Service Agency (the Commission on Aging, the Department of Aging,	A 8 B 1 C 0	S 8 M 0 L 0	+NP

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major disability groups, IHSS) and the Business, Transportation and Housing Agency, and the CTSA's. The purpose of the summit would be to:			
1) Proceed with efforts to implement specific strategies and recommendations emerging from the transportation component of the Statewide Strategic Plan on Aging.	"	"	"
2) Eliminate fragmentation.	"	"	"
3) Establish of the California Mobility Council and Mobility Management Centers.	"	"	"
4) Establish an ongoing Mobility Task Force with responsibility to monitor implementation and ongoing compliance with policies, standards and expected outcomes. Task Force responsibilities would also include:	"	"	"
▪ Creating local "mobility management centers" with the ability and responsibility to promote and/or provide coordinated services, policies, planning, and funding among human service and transportation agencies.	"	"	"
▪ These mobility management centers should also serve to identify needs, connect riders with appropriate transit services, provide accessible service information in alternative formats, provide one-on-one and/or group mobility training services, develop and implement a variety of service delivery options, and broker inter-jurisdictional trips.	"	"	"
b. Conducting a realistic assessment of the adequacy of available transportation resources to provide access to Medi-Cal services, and make adjustments to address gaps and inadequacies. At a minimum ideas to explore include:	"	"	"
1) In areas without qualified Medi-Cal non-emergency medical transportation (NEMT) providers, help private companies overcome the barriers to participating in Medi-Cal (e.g. easier completion of transportation authorization requests, faster reimbursement).	"	"	"
2) Contract for NEMT with public agencies, with safeguards to avoid replacing other financial resources. Consider use of brokerages as in Washington and Oregon.	"	"	"

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3) Explore ways for local agencies to supplement Medi-Cal NEMT in ways that avoid state fiscal impacts, for example, by having the local agency providing the state Medicaid match, recognizing that federal waivers may be needed.	"	"	"
4) Incorporate transportation into waiver programs for home and community-based services.	"	"	"
2. Provide a continuum of coordinated services			
a. Consolidated Transportation Service Agencies (CTSA) to take the lead in facilitating coordinated paratransit services, per AB 120 (Statutes of 1979).	A 8 B 2 C 0	S 9 M 2 L 0	As Is +RG
b. The Department of Transportation would work with the CTSAs, and other paratransit providers and advocacy groups, in a support role. Focus areas would include:	"	"	"
1) Facilitating coordination of services, regional interconnectivity, and maximizing the use of state funds.	"	"	"
2) Continuing training programs provided by Caltrans to paratransit, supplemental transportation programs, and small transit operators in areas such as transit technology, research and analysis, vehicle procurement and maintenance, and financial and program management.	"	"	"
3) Creating mechanisms that increase coordination of local transportation services and connect older people with the widest possible range of such services, regardless of the number and types of entities that operate them. Useful mechanisms may include:	"	"	"
▪ Funding incentives for coordination, and	"	"	"
▪ Agencies that actively work with seniors to identify their needs, connect them with services, help develop those services, and promote coordination among the services ("mobility managers" or "care navigators").	"	"	"
▪ The California Legislature and the Governor should provide sufficient funding to public	"	"	"

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and nonprofit agencies to provide transportation that is planned, designed and carried out to meet the special needs of elderly individuals and individuals with disabilities.			
4) Providing assistance to help develop community-based transportation services with access to funding.	"	"	"
5) Use "smart cards" to simplify access to services	"	"	"
6) Use Subsidized taxi service for individuals with greatest need determined according to prescribed criteria.	"	"	"
3. Strengthen Consolidated Transportation Service Agencies			
Increase funding and authority of the Consolidated Transportation Service Agencies (CTSAs) to enable them to fully achieve their mission. Expand their mission to designate them as "Mobility Managers," and the source of travel and mobility training. Responsibility = Authority	A 6 B 4 C 1	S 6	SG
<i>Travel training could be defined as education and training to use the fixed route services, mobility training defined as education and training in the availability and use of paratransit, human service programs, and other supplemental transportation programs.</i>			
<i>Transportation Planning Agencies are responsible for identifying social service transportation programs, inventorying vehicles fleets, and preparing action plans to improve coordination among social service programs and between public operators and human service programs. In some areas CTSAs have assumed this responsibility.</i>			

¹ California Task Force on Older Adults and Traffic Safety, *Traffic Safety Among Older Adults: Recommendations for California*, Center for Injury Prevention, Policy and Practice, San Diego State University, August 2002.

² *Transportation for Californians Who No Longer Drive*, Business, Transportation and Housing Agency, April, 2002